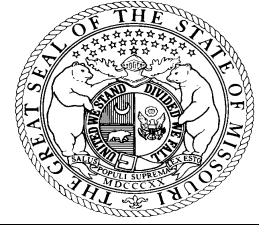


# Board of Examiners for Hearing Instrument Specialists

Volume 1, Issue 1

April, 1998



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The Honorable Mel Carnahan

## **Department of Economic Development**

Joseph L. Driskill, Director

## **Division of Professional Registration**

Randall J. Singer, Director

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Dennis M. Cory, Member  
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Sedalia, Missouri

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**MISSOURI**  
DEPARTMENT OF ECONOMIC DEVELOPMENT

This is an official publication of the Division of Professional Registration. Submit articles to: BEHIS, P.O. Box 1335, Jefferson City, MO 65102.

## Comments from the Chair

We are excited about our first Newsletter, giving us the opportunity to have a better line of communication with each of you. It is designed to keep you abreast of the Board and to promote a closer relationship between Hearing Instrument Specialists and the Board.

The mission of the Department of Economic Development is to promote business within the state of Missouri, and to ensure that the people of Missouri can expect skilled and highly trained individuals to take care of their needs when dealing with these businesses. The Division of Professional Registration was developed to protect the public from gross negligence, misconduct and fraud, by licensing only qualified individuals through an examination process. We are here to enforce the administrative rules, but also to be your partner in small business.

We are currently in the process of making many changes at the Board in order that we may help you more efficiently with your needs and or questions. A web page has been designed on the internet ([www.ecodev.state.mo.us/pr/his](http://www.ecodev.state.mo.us/pr/his)) to give you quick access to important dates, statistics and the rules and regulations. Soon you will be able to download applications, complaint forms and view Missouri statutes that are pertinent to you and your business. For those of you that are not online (yet), our staff, or myself, are just a phone call away to assist you with your needs.

As Chair I want to encourage ALL supervisors to make sure that when supervising the temporary permit holders that you are teaching them to be competent in fitting and testing, not just to pass the exams.

Any comments/suggestions regarding our Newsletter are welcomed and should be mailed or faxed to the Board office.

Homer Miller, Chair

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## Know the Members of Your Board

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### **Homer W. Miller, BC-HIS** **Joplin, Missouri**

Term Expires 4/11/99

Homer Miller currently serves as the Chairperson of the Board of Examiners for Hearing Instrument Specialists. He has been in business in the Joplin area for 34 years. He is the owner of Joplin Hearing Aid Center. Mr. Miller served for 4 years on the Council for Hearing Aid Dealers and Fitters and has also served on the Board of Directors of Missouri Hearing Aid Society. Feel free to call me at 1-800-383-8486 if you have questions or comments.

### **John L. Ditto, Jr, MD** **Jefferson City, Missouri**

Term Expires 1/11/99

Dr. Ditto currently practices in Jefferson City however, will be leaving Missouri in the spring. Dr. Ditto is a valuable member of the board and will be missed.

### **Lisa Guillory-Parsons, M.A. - F.A.A.A.** **Columbia, Missouri**

Term Expires 1/11/2001

Lisa Guillory-Parsons has practiced Audiology and fit hearing aids for almost 20 years. She is the Audiology Clinic supervisor at Harry S Truman Veterans Administration Hospital in Columbia. Ms. Guillory-Parsons coordinates the clinics and trains audiology graduate students. Lisa is committed to working for consumer protection and high standards of practice for service providers in hearing aid fitting practices.

### **Dennis M. Cory, BC-HIS** **Ozark, Missouri**

Term Expired 2/22/98

Mr. Cory is Board Certified by the National Board for Certification in Hearing Instrument Sciences. He has been dispensing hearing instruments for 9 years and is currently employed as manager of Miracle Ear Center in Springfield, Missouri. Mr. Cory will continue to serve as a board member until reappointed or replaced.

### **V. Dean Brethower, BC-HIS** **Buffalo, Missouri**

Term Expires 1/11/2000

Dean Brethower has been involved in this business for 30+ years in the Buffalo/Springfield areas. Mr. Brethower welcomes your input and encourages you to ask questions or to offer suggestions. You can reach him by telephone at (417)869-6550 or by writing to 628 E Commercial, Springfield, Missouri 65803.

### **Nancy A. Frasier, BC-HIS** **Camdenton, Missouri**

Term Expires 1/11/2002

Nancy Frasier owns Lake Professional Hearing Aid Center at Lake of the Ozarks. She has been dispensing hearing aids for 11 years, 9 years in Springfield and 2 years at the Lake. Nancy is the newest member of the board. She was appointed in February and looks forward to representing Missouri Hearing Instrument Specialists.

### **Shirley M Horacek, M.S., CCC-A** **Sedalia, Missouri**

Term Expired 8/16/97

Shirley Horacek has been a Clinical Audiologist for 24 years and is currently employed by G & R Health Associates, P.C. in Sedalia, Missouri. Her responsibilities include diagnostic hearing evaluations, industrial audiology, and hearing aid dispensing. Shirley also serves as audiological consultant for Children's Therapy Center in Sedalia. Shirley holds memberships in MSHA, ASHA, MAA and AAA. Ms. Horacek will continue to serve as a board member until reappointed or replaced.

### **Ann D. Laird, Public Member** **St. Louis, Missouri**

Term Expires 1/11/2000

Ann Laird, public member, comes to the Board of Examiners for Hearing Instrument Specialists having experience on numerous civic and church affiliated Boards. She is a former teacher and church school administrator.



**A**ny personnel (clerical, technicians, etc.) who have any physical contact with the public in dealing with hearing aids, taking impressions, fitting, selling, etc. **MUST BE LICENSED.**

## Message from the Division Director

**M**y office has been working diligently with all 33 licensing boards in the Division of Professional Registration to provide greater service while reducing our costs. This will translate into great efficiencies and effectiveness and will stabilize your license fees (if not lower them).

Our goal is to "reduce the number of incompetent, negligent, fraudulent and dishonest services provided by Missouri regulated professionals", which will protect all Missourians in advance and lower the dollars we now spend to investigate, prosecute, and litigate complaints.

Please stay tuned-in with us as we try an innovative approach to regulation.

Warmest Regards,



Randall Singer  
Division Director

## Supervisors Important Notice

**A**ccording to the BEHIS Practice Act and Rules 4 CSR 165-2.020, (2), (B), effective June 1, 1998, a licensed hearing instrument specialist shall pass the National Competency Examination (NCE) administered by National Board for Certification in Hearing Instrument Sciences (NBC-HIS) in order to qualify as a registered supervisor. For information concerning the examination contact the International Hearing Society at 1-800-521-5247.

## STATS

### Written Examination:

January, 1997	6 candidates/0 passed
September, 1997	11 candidates/3 passed
March, 1997	8 candidates/3 passed
<b>TOTAL</b>	25 candidates/6 passed

### Practical Examination:

February, 1997	5 candidates/3 passed
April, 1997	5 candidates/3 passed
November, 1997	5 candidates/4 passed
<b>TOTAL</b>	15 candidates/10 passed

## Practical Exam Information

**T**his letter is intended to communicate the procedure which is used by the Board of Examiners for Hearing Instrument Specialists in administering the Practical Exam. The processes are open and available to the public and the exam content has evolved out of exam revisions developed by past boards.

The priorities in the administration of the Practical Exam are:

1. To give a fair and impartial exam which enables every qualified applicant the opportunity to enter the profession;
2. To ensure the competency of individuals entering the profession through an examination which adequately measures the examinees preparation; and
3. To maintain exam security.

The exam includes oral questions and a "Hands On" Audiometric Testing section, which covers the following areas:

1. Audiogram Interpretation
2. Fitting
3. Post-Fitting Verifications
4. Pre-Evaluation Procedures
5. Air Conduction, with masking, as needed
6. Bone Conduction, with masking, as needed
7. Speech Testing, with masking, as needed
  - A) SRT (Speech Reception Threshold)
  - B) MCL (Most Comfortable Level)
  - C) Speech Discrimination
  - D) UCL (Uncomfortable Loudness Level)
8. Making an acceptable ear impression

The Practical Exam is typically administered on a Friday or Saturday, starting at approximately 8:00a.m. The "Hands On" Audiometric Testing section is administered by a team of two Board members or other designated professionals, with oral answers, independently scored by each examiner on a standardized answer sheet. The Board office staff totals all of the scores.

The current passing criteria is an overall minimum average of 70%, and a minimum score of 60% on each section. These standards have been the same for a last several examination administrations. The Practical Exam is taken individually. The length of time each examinee must wait depends on the number of applicants and the number of professionals available to conduct the exam. Every effort is made to keep examinees from waiting for unnecessarily long periods of time. In every case, the Board has finished the administration of the practical exam the same day, by 9:00p.m.

We hope this information answers your questions and provides the direction you need. Should you have further questions, please feel free to write your comments to the attention of the Board.

Homer Miller, Chair

## Important Notice Regarding Approved CEUs

At their October 31, 1997 meeting, the members of the Board of Examiners for Hearing Instrument Specialists approved CEUs received through Seminars in Hearing. This is a quarterly journal with self-assessment questions following each article. In order to receive credit you must furnish evidence of a passing grade to the BEHIS office. For more information contact Thieme Publishing at (800) 782-3488 or by writing to 381 Park Avenue South, New York, NY 10016.

## Training Manual for Professionals in the Field of Hearing Instrument Sciences

**T**his manual is written for those considering a career in the hearing health care field. The National Institute for Hearing Instrument Studies new training manual with the required textbooks represents a solid foundation for the beginner.

Designated as a self-paced independent study program, students work at their own pace.

For more information, contact the National Institute for Hearing Instruments Studies at (800) 521-5247.

## Testing Tips For Speech Thresholds

By Lisa Guillory

**W**hy does an examiner test a client's speech threshold? What information does it give you? If it's incorrectly tested, how does it affect other test results.....and ultimately the hearing aid fitting? Although finding a speech threshold takes only a few seconds, in many ways it is the most important test we do for verifying our results. If our test results are not as accurate as possible and we "let it go", how can we (or the manufacturer) choose the circuit and matrix that has the most potential for benefiting the client? It is imperative that the examiner performed the tests, the results would be repeatable and consistent with the original exam.

No audiometric test verifies pure tone results like the speech threshold test. If the speech reception threshold (or speech awareness threshold) has been carefully and accurately measured, and it does not coincide with the two lowest pure tone thresholds, then the pure tone thresholds are incorrect. An example:

**SRT: 25**

$\frac{.25K}{35}$	$\frac{.5K}{35}$	$\frac{1K}{45}$	$\frac{2K}{60}$	$\frac{3K}{75}$	$\frac{4K}{80}$
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In the above case, it is not physiologically possible to hear and understand spondee words at 10 decibels below any of the admitted pure tone thresholds. The examiner should immediately reinstruct the client. Many elderly clients wait until they are "sure" before responding. If the examiner "lets this go" just because the client is elderly, then the hearing instrument will have approximately 10 dB too much gain.

Another example:

**SRT: 60**

$\frac{.25K}{45}$	$\frac{.5K}{40}$	$\frac{1K}{50}$	$\frac{2K}{65}$	$\frac{3K}{80}$	$\frac{4K}{85}$
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In this case, look carefully and think about the possible problems when the SRT is so far above the lowest pure tone thresholds. This most often happens when the client's word recognition is poor and it is difficult to find a 50% correct response at a consistent level. Since the SRT is poor, you have no idea if the pure tone thresholds are correct—they could possibly be lower (better). The correct action to take in this instance is to abandon the SRT and find the SAT (speech awareness threshold) instead. By instructing the client to signal when he first detects voice, you will have a better estimate of what the lowest pure tone responses should really be. You must have a perfectly calibrated microphone or tape/CD stimulus. If the stimulus is out of calibration, the SAT will be inaccurate by equipment error. The importance of verifying the pure tone responses of your client cannot be overemphasized. In order to provide the best fit and choose an accurate circuit matrix the examiner must be entirely confident that the client's true thresholds have been measured.

## 1998 Dates to Remember

**B**elow are important dates for the Board of Examiners for Hearing Instrument Specialists.

♦ **Written Examination Dates:**

June 12, 1998  
August 14, 1998  
October 2, 1998

♦ **Practical Examination Dates:**

May 2, 1998  
November 7, 1998

Contact the board office at (573) 751-0240 for deadline dates.

♦ **Board Meeting Dates:**

May 1, 1998  
November 6, 1998

All open sessions of the Board of Examiners for Hearing Instrument Specialists meetings are open to the public and the members invite you to attend.

Your comments are welcomed and encouraged. If you have an issue you would like to discuss with the Board at a meeting, please contact the office either by telephone or in writing prior to the meeting.

## Change for Company Registration in 1998

**A**ccording to 346.015.3. "Each corporation, partnership, trust, association or other like organization shall file annually with the board on a form provided by the board, a list of all licensed hearing instrument specialists employed by it. Each organization shall also file with the division a statement, on a form provided by the division, that it agrees to comply with the rules & regulations of the division and the provisions of."

According to 4CSR 165-1.020 Fees (1), (F) Annual Business Registration effective May 30, 1997 there is a required fee of \$25.00 to register the business.

The Board of Examiners for Hearing Instrument Specialists will be mailing registration forms to all businesses who completed a registration form in 1997 for the 1998 renewal application. These will be mailed August 1, 1998 and must be returned by September 30, 1998.

## Upcoming Seminars for CEU Credits

4CSR 165-2.050 Continuing Education Requirements (1) (B) 1. requires that educational programs must be approved by the Board of Examiners for Hearing Instrument Specialists. The program information is to be submitted within 30 days of the presentation of the program.

**DAHLBERG, INC—Best Practices "98"**

12 hours  
Kansas City, Missouri June 12-13, 1998  
(612) 520-9500

**KANSAS CITY SOCIETY OF AUDIOLOGY—Genetics of Hearing Loss**

1.5 hours  
Kansas City, Missouri June 26, 1998  
(816) 421-0540

**MIDWEST EAR INSTITUTE—Cochlear Implants in Children**

4 hours  
Kansas City, Missouri April 17, 1998  
(816) 531-0003

**MISSOURI HEARING SOCIETY SPRING SEMINAR**

13 hours  
(417) 886-1960 April 17-19, 1998

**ROUNDSOUND—Readiness Meeting**

5.5 hours  
St. Louis, Missouri April 4, 1998  
(800) 253-2163 July 22, 1998

**ROUNDSOUND—Refining Resound Skills**

11 hours  
St. Louis, Missouri May 6, 1998  
(800) 248-4327 September 29, 1998

**WASHINGTON UNIVERSITY—Nothings Trivial When You're In Pursuit of Audiologic Excellence**

1 hour  
Washington, Missouri April 1, 1998  
(314) 362-7489

**WIDEX HEARING AID COMPANY—Sensio Dispenser Training II: Preparing For the Digital Age**

12 hours  
St. Louis, Missouri May 6, 1998  
Kansas City, Missouri May 21, 1998  
(888) 724-9455

Call the Board office at (573) 751-0240 with questions or to verify if CEs have been approved.

## New Licensees

July 1, 1997 to March 19, 1998

Karen Lamb	Larry Hungerford	Gloria Drexelius	Chad Jackson
Tori Thompson	Robert Morse	William Montgomery	Mamie Tally
Leigh Ann Murphy	Denise Zander	Nicole VanCleave	Gary Noon
Kelly Reed	Betsy Gordon	Melissa Schowalter	Glenn Martin
Elizabeth Banta	Daxton Moss	Brian Morse	Lisa Butler
Aukse Bankaitis	Marie Richter	James Shandy	John Dock
Lyle Nelson	John Palada	L. Wayne Wilson	Rex McGee

## New Temporary Permit Holders

July 1, 1997 to March 19, 1998

Karen Honaas	Marilyn Uto	Craig Appel	Lori Hill
Deborah Pritz	Charles Sellini	Joyce Long	Robert Stalker
Brenda Diebold	John Scarlas	Morris Welsh	Karen Ortmann
David Bavuso	Shirley Johns	Jennifer Rogers	Cynthia Harns
Barb Richman	Robert Obermeier	Jerri Hallemann	Gregory Johns
William Tadlock	Carla DuVall	Gary Thouvenell	Jennifer Bonk
Colleen Hruska	Joseph Huett	M Patti Mingenback	Howard Walker

## Licensees Not Renewing for January 1, 1998 to December 31, 1998 As Of March 18, 1998

Larry Adkins  
William Akins  
Casandra Banks  
Stephen Black  
Stanley Congour  
Kenneth Dishman  
Walter Gibbons  
Linda Goldstein  
Barbara Guliano  
Barbara Jacaruso

Mark Jackson  
Dean Jones  
Jerald Ketchens  
Karen Kneib  
Donna Lange- Scheitle  
Donald Lawrence  
Robert Loomis  
Brend Lowry  
Sara Mediavilla  
Paula Romine

Paula Ruth  
Edythe Sausville  
Frances Saxer  
Lisa Schuster  
Snehal Shethna  
Deborah Spiller  
Glenda Sturtevant  
Marian Triola  
Sheryl Williams  
Patsy Withrow